

Attorney Docket No. 01703/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO

Serial No. : 10/002,745

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit :

Examiner :

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

S I R :

Submitted herewith are:

1. Form PTO/SB/08A and copies of the documents listed
thereon; and

2. Form PTO/SB/08B and copies of each of the related
applications identified thereon.

Also submitted herewith are copies of the Official Filing
Receipts for each of the related U.S. applications identified on
the attached form PTO/SB/08B.

It is respectfully requested that the Examiner consider the
publications submitted herewith and return an initialed copy of
the attached form PTO/SB/08A to confirm that the publications
listed therein have all been considered and made of record.

CERTIFICATE OF MAILING

I hereby certify this
correspondence is being
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States Postal Service with
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addressed to: Commissioner of
Patents and Trademarks,
Washington, D.C. 20231 on the
date noted below.

Attorney: Leonard Holtz

Dated: March 20, 2002

In the event that this Paper
is late filed, and the
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concurrently herewith, please
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for the requisite extension of
time, and to the extent not
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hereto, authorization to
charge the extension fee,
or any other fee required
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Paper, to Account No. 06-1378.

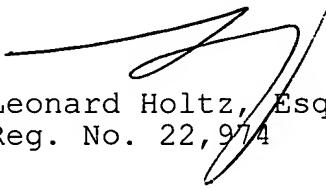
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It is also respectfully requested that the Examiner consider all of the related applications identified herein and return an initialed copy of the attached form PTO/SB/08B to confirm that the related applications have each been considered and made of record.

Respectfully submitted,



Leonard Holtz, Esq.
Reg. No. 22,974

March 20, 2002

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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p>Substitute for Form 1449A/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p>				Application Number	10/002,745
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Artsheet	1	of	2	Attorney Docket Number	01703/LH
U.S. PATENT DOCUMENTS					

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FOREIGN PATENT DOCUMENTS

Exam Inits. ¹	Cite No. ²	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	T ⁶
		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
 *English language Abstract only								
Examiner Signature					Date Considered			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: March 20, 2002

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PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10/002,745
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	RECEIVED
		Examiner Name	APR 24 2002
MAILED APR 26 2002 PATENT & TRADEMARK OFFICE	2	of 2	Technology Center 2100 Attorney Docket Number 01703/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials ¹	Cite No.	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
		T ²	
		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO	
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO	
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO	
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO	
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO	
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO	
Examiner Signature		Date Considered	

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